

Newton Free Library

City of Newton Performance Management Scorecard
November 2011

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Metric Goal	Avg. Nov.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide patrons with up-to-date and relevant collections and resources								
Main Library circulation	Maintain current circulation	148436	148436	137316		727694	698603	
2. Provide enhanced access to library resources and services								
Percentage of circulation using Express Lane checkout	Increase the use of Express Lane checkout workstations	14.205	14.205	24.26		15.556	24	
Library Database Page Views	Increase page views by selecting and promoting products that meet patrons' needs			1402			1402	
% of time 14 sign up computers are in use	Increase computer use by selecting products and creating policies that meet patrons' needs		44.2	46			43	
3. Serve as curator and partner in the pursuit of information, entertainment and culture.								
Total visitors to the library	Maintain current level of visitors	60041	60041	57359		305347	297577	
Total programs	Maintain current level of programs	149	149	160		494	517	
Total patrons attending programs	Maintain current level of attendees at library programs	3507	3507	4044		12671	14100	
% of children's program attendees completely satisfied according to survey	Maintain 95% satisfaction level for children's programming	100	100	100		0	100	

Notes